

Castleview Training Ltd

GDPR Privacy Notice

Our contact details

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What type of information we have

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Training course materials and workbooks
- Written contracts provided by our customers

How we get the information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To run bespoke training course for clients of Castleview Training Ltd
- To run contracted training courses as an associate trainer

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting us at the above address
- (b) We have a contractual obligation.

What we do with the information we have

We use the information that you have given us in order to produce training courses. We never share this information with anyone else.

How we store your information

Your information is securely stored at our home office, one company laptop and on one company smartphone. The electronic devices are password protected, with touch ID and we use up to date anti – virus protection.

We will keep your email address whilst trading and training course materials until no longer valid. We will then dispose your information by the burning of paper products or deletion from laptop / smartphone.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at the details above if you wish to make a request.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113